



## **Report from the Maryland Health Benefit Exchange about Maryland Health Connection, the state-based health insurance marketplace**

BALTIMORE (February 14, 2014) -- This week saw continued steady enrollments through Maryland Health Connection. Marylanders are reminded that the next deadline -- to enroll in coverage that begins March 1 -- is Tuesday, February 18.

In addition to weekly metrics, this week's report also includes monthly through February 1.

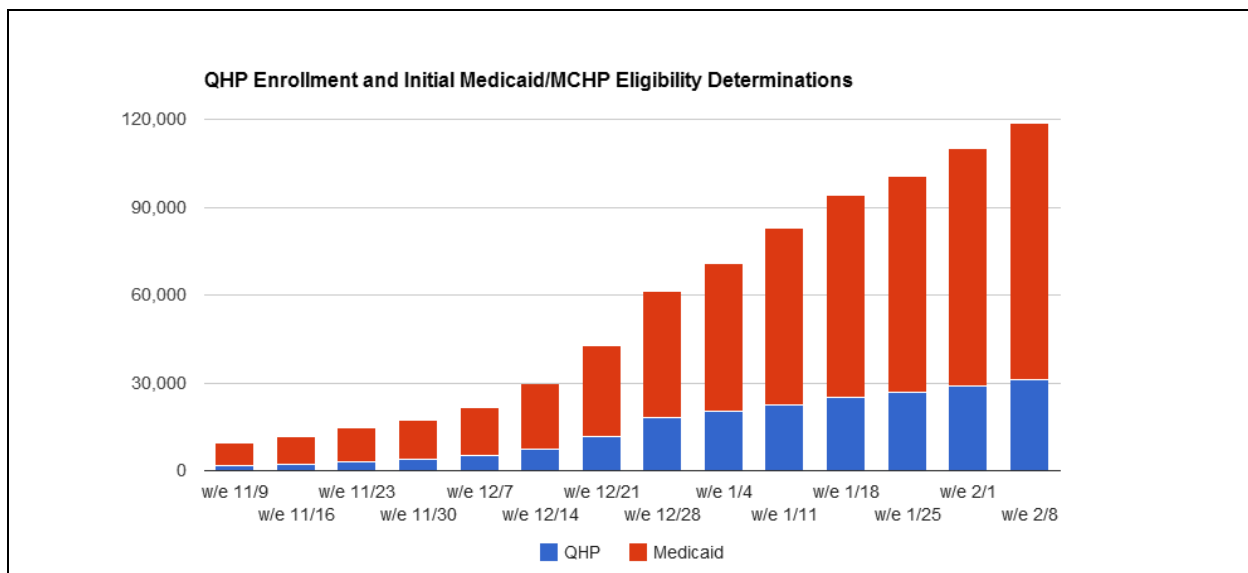
### **Weekly Report**

From October 1 through February 8, 2014, there have been 966,437 unique visitors to the Maryland Health Connection website. 158,263 Marylanders have created identity-verified accounts. Through February 8, 31,112 Marylanders have chosen to enroll in private health plans through Maryland Health Connection.

95,889 Marylanders signed up through the Primary Adult Care (PAC) program were automatically enrolled in Medicaid coverage on January 1, 2014, and now have full Medicaid coverage. As of February 11, 2014, an additional 52,091 individuals were newly enrolled in Medicaid effective January 1. In total, more than 80,000 Marylanders received an initial determination of eligibility for a Medicaid program through Maryland Health Connection.<sup>1</sup>

---

<sup>1</sup>As noted in previous reports, some of these individuals may have pending verifications before coverage is effective, and others may turn out to already have Medicaid coverage.



### Monthly Report

The U.S. Department of Health and Human Services reports that, as of February 1, 2014

- 119,415 Marylanders were included in complete applications submitted;
- Among Marylanders included on submitted applications, 81,040 were determined eligible for Medicaid and 38,375 were eligible to enroll in private health insurance plans; and
- 29,059 Marylanders had selected a private health plan for enrollment.

**Table 1: Supplementary Information on Enrollments in Qualified Health Plans, 10/1/13-2/1/14**

Total Qualified Health Plan Enrollment	29,059
--	--------

<b>Enrollment by Age</b> <ul style="list-style-type: none"> <li>• &lt; Age 18</li> <li>• 18-25</li> <li>• 26-34</li> <li>• 35-44</li> <li>• 45-54</li> <li>• 55-64</li> <li>• &gt;65</li> </ul>	1,245 2,651 5,223 5,083 6,803 7,705 349
<b>Enrollment by Gender</b> <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> </ul>	44% 56%
<b>Enrollment by Metal Level</b> <ul style="list-style-type: none"> <li>• Catastrophic</li> <li>• Bronze</li> <li>• Silver</li> <li>• Gold</li> <li>• Platinum</li> </ul>	150 7,625 13,620 4,906 2,758

**Table 2: Information on the Call Center and Website, 10/1/13-2/1/14**

Total Calls	265,403
Average Wait Time	17:51 minutes
Average Call Handle Time (11/24 to 11/30)	14:54 minutes
Unique Website Visits	932,764
Website Visits	1,924,999
Page Views	5,887,491

### **Information for Users of Maryland Health Connection**

Open enrollment continues until March 31, 2014, so Marylanders will continue to be able to apply for, shop and enroll in coverage. Many of the technical glitches most frustrating to consumers have been fixed, and we continue to work to address others that continue to cause difficulties for some Maryland consumers.

As more people learn about their health coverage options and the consumer experience on the website improves, enrollment through Maryland Health Connection into more than 60 medical and dental plans will increase. We anticipate that as many as three-fourths of individuals and families enrolling in private health coverage through Maryland Health Connection will qualify for tax credits and other assistance to reduce their costs.

Options when having trouble:

- Visit the [Consumer Information Update](#) page for important notices before beginning. These notices include advice on how to navigate some of the issues on the website as we work to address them.
- Try again at a later time.
- Call the Consumer Support Center toll-free at 1-855-642-8572 to discuss the issue or start an application by phone. In response to high call volumes, additional staff are being trained to provide additional customer support. Hours of operation are Monday through Friday, 8 a.m. - 8 p.m., Saturday 8 a.m. - 6 p.m., and Sunday 8 a.m. - 2 p.m.
- Talk to a [consumer assistance worker](#) or authorized insurance agent for assistance. The link to contact information for connector entities in each of the State's 6 regions can be found on the [Prepare for Enrollment](#) page which is accessible from the landing page at the front of the website, or under the [Individuals and Families](#) tab under the heading of "Consumer Assistance." In-person assistance is available statewide through six Connector organizations and 50 supporting grassroots organizations that employ 158 navigators and 171 assisters.

Feedback:

- If consumers using the site run into any issues and want to provide feedback, they can do so via the link found on the [Consumer Information Update](#) page. Information from users is sent to Maryland Health Connection's technical team working to improve the user experience on the site.

Website availability:

- As the technical team continues to improve the experience of using the website, it may from time to time be temporarily unavailable. In addition, in order to perform routine maintenance, certain functions may be unavailable from 11 p.m. to 5 a.m. daily.

Insurance Producers:

- More than 2,000 insurance agents in Maryland have completed training to sell qualified health plans through Maryland Health Connection. A weekly communication to all authorized insurance brokers provides details about system updates and news to increase efficiency and address issues.

Spanish language:

- A Spanish language website will launch in two phases to meet the needs of Maryland's Latino community. The first phase of the launch, which went live in November, includes the information resources section of MarylandHealthConnection.gov where information, updates, outreach and resources are available. The second phase of the Spanish

language website expansion, which will include the application portal, will launch later this year.

Accessibility for persons with disabilities:

- Consumer information materials are now available in Braille and large print. The large print materials are available for download on the Maryland Health Connection [Outreach and Education page](#). In addition, individuals can request to have Braille and large print materials mailed directly to them by calling the consumer support center at 1-855-642-8572. Individuals can also access the Braille and large print materials locally at the National Federation of the Blind, Maryland State Library for the Blind and Physically Handicapped, and the IMAGE Center for People with Disabilities. All of these organizations serve people across the state of Maryland. Consumers seeking services for the deaf or hard of hearing may call the Consumer Support Center toll-free at 1-855-642-8573.

Outreach:

- Outreach continues throughout the state seven days per week to educate consumers about their health coverage options. Grassroots outreach events are scheduled and available on MarylandHealthConnection.gov under the [Calendar of Events](#) for consumers to visit and speak directly with navigators and assisters in their local communities. In addition, enrollment fairs will be held throughout Maryland in the final two months of open enrollment. Dates and locations will be available soon at MarylandHealthConnection.gov.

Security of information on website:

- Maryland Health Connection, supported by experts in IT security at government agencies and through our IT team, has taken many steps to assure the security of the data entered on the website.

Accessing information about health plan benefits, rates, and providers before creating an account:

- We have posted a webpage, [Prepare for Enrollment](#), which provides information on plans, shows sample rates for a range of scenarios, and provides instructions on the documents needed for the application for financial assistance. In addition, a [Provider Search Tool](#), which is accessible through a link on the “Prepare for Enrollment” page, allows consumers to search for a doctor and find out the plans in which their doctor participates. A link to this tool is also made available to consumers during the actual plan selection process.

###